

# CITY OF MILWAUKIE

## **CLASSIFICATION: ASSISTANT TO THE CITY MANAGER**

Department: Administration  
Location: City Hall  
EEO Category: 6 – Office/Clerical

Grade Number: 30  
FLSA: Non-exempt Management, Supervisory Confidential  
Group due to the confidential nature of the duties

## **DESCRIPTION:**

Performs a variety of highly responsible, confidential and complex professional management support to the City Manager. The incumbent acts as a liaison between the City Manager and outside agencies and the general public, and attends meetings and prepares reports for the City Manager; maintains confidential and sensitive information related to economic development, labor contract negotiations and grievance handling. Provides leadership for assigned internal and external issues and special projects with City-wide implications. Assists, advises, and represents the City Manager and City management staff in a wide range of external and internal matters; provides complex administrative and technical support and frequently sensitive analysis of information. Performs a variety of difficult and confidential support services for the City Manager, requiring a high degree of independent judgment and a thorough knowledge of City functions, policies and procedures. Operates in an environment characterized by involvement in broad City-wide issues and interaction with top executives and elected officials on complex and sensitive matters. Coordinates communications for the City Manager's Office, including electronic and written correspondence; acts as liaison for the City with a variety of private, public and community organizations, media and regulatory agencies; responds to citizen questions and complaints and tracks communication and flow of information with specific departments; conducts studies, develops recommendations for action, policies and procedures; supervises city communications, neighborhood outreach, volunteers, sustainability program and City arts program.

## **DUTIES AND RESPONSIBILITIES:**

*(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)*

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Exercises independent judgment in relieving the City manager of administrative details and performs a wide variety of administrative services; screens visitors and phone calls; routes calls or answers questions and handles general problems such as complaints or requests for information as appropriate; maintains appointment calendar, makes travel and meeting arrangements for City Manager and City Council; reviews or coordinates mail and documents for signature.

Serves as a confidential assistant to City Manager, types, proofreads and processes a wide variety of complex and confidential reports, letters and memoranda; independently prepares correspondence or assigns to others as appropriate; types from rough draft or verbal instruction; takes and transcribes dictation; assists the City manager with maintaining effective communication with City Council and City staff.

Develops and maintains filing system for City Manager including confidential files; maintains records, locates files, documents and other information as necessary; researches and provides information on subjects as required; refers requests for specific technical or specialized matters to the appropriate personnel.

Researches and prepares a variety of reports and projects. Submits recommendations to the City Manager. Prepares and types legal documents including assisting in contract preparation and annual Capital Improvement Projects (CIP).

Coordinates activities, programs, or projects on behalf of the City Manager.

Creates complex templates, macros, presentation materials, slides, charts and graphics. Designs forms. Develops and maintains databases for tracking departmental/program information; creates and produces complex reports from database as required and necessary.

Performs administrative tasks related to personnel, budgeting, and facilities including maintaining time reports and posting and maintaining budgets including processing payables.

Develops, edits and distributes materials and correspondence for respective program area.

Works with vendors to determine service and resolve any issues that may arise.

Provides customer service support to internal and external customers.

Answers the telephone and assists the general public in person; responds to public inquiries in a courteous manner; provides information on departmental and City policies and procedures as required or collects information regarding more complex inquiries and refers to appropriate person for follow-up as necessary.

Archives records and retrieves records in accordance with State Records law.

Processes a variety of moderately difficult to complex paperwork. Creates and maintains electronic and manual filing systems, enters and retrieves information.

Supervises Public Affairs Coordinator, Program Coordinator as well as temporary employees and or provide project lead responsibilities to other employees.

Maintains positive public relations with customers and is responsive to customer needs.

Develops safe work habits and contributes to the safety of self, co-workers and the general public.

Performs other duties as required.

**JOB SPECIFICATIONS:**

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)

**1. Job Preparation:**

**a) Education:**

- i) Bachelor's degree in Government, Planning or related field; Master's degree in Public Administration, Business or other related field preferable; or
- ii) Any equivalent combination of education and experience.

**2. Prior Experience:**

**a) Work Experience:**

- i) Four (4) years of progressively responsible related local government experience; or
- ii) Any equivalent combination of education and experience.

**b) Necessary Knowledge, Skills and Abilities:**

Knowledge of policies, procedures and functions of local government; pertinent federal state and local laws, codes and ordinances; operations of the City Manager's office and the City of Milwaukie

Knowledge of the respective functional areas such as contract administration and/or risk management.

Thorough knowledge of office practices, procedures and equipment.

Knowledge of standard business English composition, spelling, grammar and punctuation.

Advanced level knowledge of word processing, database and spreadsheet software.

Knowledge of project management principles and techniques.

Ability to operate standard office equipment including, multi-line phones, computers, copiers, fax machines and two way radios.

Ability to create documents in Word, Excel, Access and other job specific operating systems.

Ability to gather and analyze information and determine appropriate action.

Ability to manage people, projects and prioritize multiple assignments under tight timelines.

Ability to prepare complex reports, correspondence, and records.

Ability to learn, apply and explain in detail the City and departmental policies and procedures.

Ability to work independently, prioritizing multiple tasks to meet deadlines while maintaining accuracy and attention to detail.

Ability to greet the public and respond to inquiries both in person and via the telephone.

Ability to establish and maintain effective working relationships.

Ability to work as a team member.

Ability to perform the essential functions of the job.

3. **Special Requirements:**

- a) For some positions, must possess, or be able to obtain by time of hire, a valid Oregon or Washington State Driver's License;
- b) Must be able to pass the department's security clearance standards, including review of driving record for jobs where applicable.

4. **Tools and Equipment Used**

- a) Computer and printer, fax machine and copy machines; Computer software including MS based word- processing, spreadsheet, and data base, and telephones and specific operating programs for respective area.

5. **Supervision:**

- a) Direct and oversee the work of the Public Affairs Coordinator, Program Coordinator and temporary employees, and/or provide project lead direction to regular status staff.
- b) Operates under the general direction and supervision of the City Manager

6. **Communications:**

- a) Has frequent communication with the public, vendors, professional service firms and other staff.
- b) The communications may be confidential and will have access to confidential materials and communications.

7. **Cognitive Functions:**

- a) Work is performed fairly independently with oversight and direction available.
- b) Policies and procedures governing positions are defined but latitude is allowed.
- c) Problems are of moderate difficulty but precedent is often available.

8. **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a) Work is performed in office settings with extensive computer workstation inflexibility in order to input and retrieve information from the computer system.
- b) Some evening meetings may be required depending upon the position.
- c) The employee must occasionally lift and/or move up to 25 pounds such as boxes of paper etc.

9. **Resource Accountability:**

- a) Person may handle moderate levels of resources and/or cash transactions however has limited influence over them.

*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Adopted: October 2012

Revised: June 2, 2014